

**CHESTERFIELD COUNTY  
PURCHASING DEPARTMENT  
CHESTERFIELD, VIRGINIA  
(804) 748-1617  
May 13, 2004**



**REQUEST FOR PROPOSAL #04-5156-8983**

**A REQUIREMENTS CONTRACT FOR NON-EMERGENCY  
TRANSPORTATION SERVICES**

**DUE: June 15, 2004**

*Request For Proposal Prepared By  
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Senior Contract Administrator  
Purchasing Department  
[www.chesterfield.gov/ManagementServices/Purchasing/purchase.asp](http://www.chesterfield.gov/ManagementServices/Purchasing/purchase.asp)*

The County of Chesterfield (hereinafter referred to as County) hereby solicits qualified and interested firms (Contractor) to submit proposals and statements of qualifications for providing all supervision, labor, services, equipment, materials, and any assistance necessary for furnishing and providing local transportation services as required for qualifying residents of Chesterfield County. Qualifying residents could include elderly, disabled and low income persons.

The Chesterfield County Coordinated Transportation Program ("CCCTP"), a local transportation coordinating program, will provide non-emergency transportation to customers who reside in Chesterfield County but who may need transportation services to the metropolitan areas of Richmond, Petersburg, Hopewell, Colonial Heights and Petersburg. The funds budgeted for this project are intended to provide and/or subsidize the cost of providing transportation to the customer. The Chesterfield County Human Services Administration Office shall act as the administrator of this program. The customer and CCCTP (through Chesterfield County) will compensate the contractor for these services. Participating sponsors will distribute/sell vouchers with a face value of \$5 to eligible customers who will use the vouchers to pay the fare. In addition, the vouchers will be available to the general public of elderly and/or disabled by contacting the CCCTP Program. The initial year of service is considered a pilot program. After one year the program will be evaluated and it is anticipated that it will be continued.

1. **GENERAL TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSAL**

- 1.1 Submittals, in **five (5)** copies, marked "**Non-Emergency Transportation Services**" will be received no later than **5:00 P.M.**, Local Time Prevailing, on **June 15, 2004**, in:

Chesterfield County Purchasing Department  
Administration Building, Room 402, Fourth Floor  
9901 Lori Road  
P. O. Box 51  
Chesterfield, VA 23832-0001

- 1.2 Should you decide to utilize an express delivery service, please note that we are located at the Intersection of Ironbridge Road (State Route 10) and Lori Road. **Proposals will not be accepted via Fax machine or Internet E-mail.**
- 1.3 Mark outside of envelope with **RFP #04-5156-8983** and proposal subject, "**Non-Emergency Transportation Services**".
- 1.4 Time is of the essence and any proposal or addenda pertaining thereto received after the announced time and date for submittal, whether by mail or otherwise, will be rejected. It is the sole responsibility of the offeror for ensuring that their proposals are stamped by Purchasing Department personnel before the deadline indicated in Section 1.1. Proposals and/or any addenda pertaining thereto, received after the announced time and date of receipt, by mail or otherwise, will be returned. However, nothing in this RFP precludes the County from requesting additional information at any time during the procurement process.
- 1.5 In the event that Chesterfield County is closed due to inclement weather and/or emergency situations prior to or at the time set aside for receipt of proposals, the published due date will default to the next open business day at the same time.
- 1.6 If you are an individual with a disability and require a reasonable accommodation, please notify the Purchasing Department at (804) 748-1617, three working days prior to need.

- 1.7 Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County of Chesterfield reserves the right to award in part or in whole or to reject any or all proposals. Any requirements listed herein are intended to describe qualifications, certifications and/or experience considered to be vital and should be used as guidelines for proposal submission. Firms not meeting specific requirements listed herein are encouraged to list and/or demonstrate alternate qualifications, certifications and/or experience for consideration.
- 1.8 Any proposal submitted **MUST** include the Signature Sheet which has been signed by an individual authorized to bind the offeror. All proposals submitted without such signature may be deemed non-responsive.
- 1.9 RFP Process: Offerors are to submit written proposals which present the offeror's qualifications and understanding of the work to be performed. The offeror's proposal should be prepared simply and economically and should provide all the information which it considers pertinent to its qualifications for the project and which respond to the Scope of Services and Evaluation Criteria listed herein. Emphasis should be placed on completeness of services offered and clarity of content. Offeror is requested to respond to each section/subsection in the order in which it appears in the RFP. **To assist in the evaluation process, offerors should limit their response to 100 typed pages.**
- 1.10 For information pertaining to the award on this procurement transaction, bidders and/or offerors may access public notification electronically at [www.chesterfield.gov/ManagementServices/Purchasing/purchase.asp](http://www.chesterfield.gov/ManagementServices/Purchasing/purchase.asp).
- 1.11 If you desire not to respond to this proposal, please forward your acknowledgment of **NO PROPOSAL SUBMITTED** to the above address. Failure to comply may be cause for removal of your company's name from the vendor list for subject commodity.
- 1.12 Proprietary Information: Section 2.2-4342 F of the *Code of Virginia* states: "Trade secrets or proprietary information submitted by a bidder, offeror, or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 shall not be subject to the Virginia Freedom of Information Act (§2.2-3700 et seq.); however, the bidder, offeror or contractor shall (i) invoke the protections of this section prior to or upon submission of the data or other materials, (ii) identify the data or other materials to be protected, and (iii) state the reasons why protection is necessary."
- 1.13 Total Quality Improvement Initiative: In order to continuously improve the efficiency and effectiveness of all public services provided, Chesterfield County has adopted and implemented the TOTAL QUALITY concept in its approach to organizational management. Listed herein for all prospective offerors to the County is an overview of the County's TOTAL QUALITY IMPROVEMENT (TQI) initiative. Offerors should review this information in order to familiarize themselves with the management philosophies and environment of the County prior to responding to request for proposals.

Chesterfield County is a leader in the application of innovative and successful management approaches. The County's leadership has resulted in numerous awards and broad recognition of the County and its employees. A constantly growing demand for additional and enhanced services has prompted the County to seek even higher levels of innovation and service excellence.

The TQI initiative is led by front line workers, supervisors, department directors, and the County's Leadership Group. Their intensive involvement in quality improvement demonstrates the County's commitment to the TQI values and principles of the initiative.

The TQI initiative includes specific guidelines for values and principles regarding the involvement of every employee within the organization. Implementation of TQI demonstrates the County's commitment to the importance of each individual.

A high standard of ethics, fairness, integrity, trust, responsibility, and creativity are integral concepts of the TQI Initiative. Adherence to these values is expected of all employees of the County, and the County, therefore, expects that all vendors will strive for and continuously improve their customer service.

- 1.14 The County's Definition of Total Quality Improvement: TQI is the employee, customer, and team oriented approach to work, problem solving, and decision making that depends upon individual employee commitment to improving work processes through the analysis and utilization of data.
- 1.15 Chesterfield County's TQI Mission Statement: Providing a first choice community through excellence in public service. To achieve excellence, all employees of the County will participate in the continuous evaluation and quality improvement of our services in order to meet or exceed customer expectations.
- 1.16 Commitment to Diversity and Chesterfield Businesses: Chesterfield County is a rapidly growing progressive community consisting of an increasingly diverse population. This diversity provides for a dynamic and robust community that promotes growth. Chesterfield County believes that all of its citizens should benefit from this economic growth without regard to race, color, religion or economic status.

The county is committed to increasing the opportunities for participation of minority business enterprises, woman-owned businesses and businesses located in Chesterfield County to ensure diversity in its procurement and contract activities. These businesses are encouraged to respond to all Invitations for Bids and Requests for Proposals. In addition, the county strongly encourages each contractor and/or supplier with which the county contracts to actively solicit minority business enterprises, woman-owned businesses and businesses located in the county as subcontractors/suppliers for their projects.

Upon award/renewal of the contract, the successful bidder/offeror shall furnish data requested on the Certification of Subcontractor/Supplier Activity form included in this IFB/RFP document. This information will enable the county to document the dollar level of activity and measure the success of its purchasing and contracting efforts in this endeavor.

- 1.17 Definitions - For purposes of Chesterfield County's classification and reporting program, in cooperation with the Virginia Department of Minority Business Enterprise, the following definitions apply:

Woman-Owned Business (WOB) - a business concern that is majority owned by a woman who also controls and operates the business. In this context, "control" means exercising the power to make policy decisions, and "operate" means being actively involved in the day-to-day management.

Minority Business Enterprise (MBE) - a business enterprise that is owned and controlled by one or more socially and economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such

persons include, but are not limited to: African Americans, Asian Americans, Native Americans, Eskimos and Aleuts. (Reference: 2.1-6432.1 of the *Code of Virginia*)

Chesterfield Business (CB) – any private business enterprise, located within the jurisdictional boundaries of Chesterfield County.

Minority - a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following:

Asian Americans - all person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent or the Pacific Islands including but not limited to Japan, China, Vietnam, Korea, Samoa, Laos, Cambodia, Taiwan, northern Marinas, the Philippines, U. S. territory of the Pacific, India, Pakistan, Bangladesh and Srilanka and who are regarded as such by the community of which these persons claim to be a part.

African Americans - all persons having origins in any of the original peoples of Africa and who are regarded as such by the community of which these persons claim to be a part.

Hispanic Americans - all persons having origins in any of the Spanish-speaking peoples of Mexico, South or Central American, or the Caribbean Islands or other Spanish or Portuguese cultures and who are regarded as such by the community of which these persons claim to be a part.

Native Americans - all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.

Eskimos and Aleuts - all persons having origins in any part of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

Members of other groups - all other individuals found to be socially and economically disadvantaged by the United States Small Business Administration under Section 8(a) of the Small Business Act (15USC637)[a]. (VR486-01-02; September 9, 1992)

## **2. SELECTED TERMS AND CONDITIONS OF THE CONTRACT**

- 2.1 Non-Appropriations: The continuation of the terms, conditions, and provisions of this contract beyond the fiscal year is subject to approval and ratification by the Chesterfield County Board of Supervisors (and the Chesterfield County School Board, as applicable) and appropriation by them of the necessary money to fund said contract for each succeeding year.
- 2.2 Choice of Law and Venue: Any disputes under a resulting contract, that cannot be resolved between the County of Chesterfield and the offeror, must be resolved in the Circuit Court of Chesterfield County, Virginia. Any resulting contract shall be governed by the laws of the Commonwealth of Virginia.
- 2.3 Termination: It shall be the sole right of the County, to terminate any contract upon written notification to the Contractor.
- 2.4 Nondiscrimination Clause: In accordance with Section 2.2-4311 of the *Code of Virginia*, every contract for goods or services over \$10,000 shall include the following provisions:

1. During the performance of this contract, the Contractor agrees as follows:
  - A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex national origin age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - B. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
  - C. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
2. The Contractor shall include the provisions of the foregoing paragraphs A, B, and C in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

2.5 Right To Audit: Contractor's records shall be open to inspection and subject to audit and/or reproduction, during normal working hours, by the County to the extent necessary to adequately permit evaluation and verification of any invoices, payments or claims submitted by Contractor of any of its payees pursuant to execution of the contract. Such records subject to examination shall also include, but not be limited to, those records necessary to evaluate and verify direct and indirect costs (including overhead allocations) as they may apply to costs associated with this contract.

For the purpose of such audits, inspections, examinations and evaluations, the County shall have access to said records from the effective date of this contract, for the duration of the work, and until two (2) years after the date of final payment by the County to Contractor pursuant to this contract.

The County shall have access to Contractor's facilities, shall have access to all necessary records, and shall be provided adequate and appropriate work space, in order to conduct audits in compliance with this article. The County shall give Contractor reasonable advance notice of intended audits.

Contractor shall require all subcontractors, insurance agents, and materials suppliers (payees) to comply with the provisions of this article by insertion of the requirements hereof in a written contract agreement between Contractor and payee. Failure to obtain such written contracts which include such provisions shall be reason to exclude some or all of the related payees' costs from amount payable to Contractor pursuant to this contract.

If an audit inspection or examination in accordance with the article, discloses overcharges (of any nature) by Contractor to the County in excess of five percent (5%) of the total contract billings, the actual cost of the County's audit shall be paid by Contractor.

2.6 Insurance: The contractor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the County from claims which may arise out of or result from the Contractor's execution of the work, whether such execution be by himself, his employees,

agents, subcontractors, or by anyone for whose acts any of them may be liable. The insurance coverage shall be such as to fully protect the Owner, the Engineer (if applicable) and the general public from any and all claims for injury and damage resulting by any actions on the part of the contractor or his forces as enumerated above. The Contractor shall furnish a Certificate of Insurance, naming Chesterfield County as additionally insured. Should any of the policies be canceled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder. The Contractor shall furnish insurance in satisfactory limits, and on forms and of companies which are acceptable to the Owner's Attorney and/or Risk Management and shall require and show evidence of insurance coverages on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

2.7 Drug Free Workplace: During the performance of this contract, the contractor agrees to:

- A. Provide a drug-free workplace for the contractor's employees
- B. Post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition
- C. State in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace
- D. Include the provisions of the foregoing clauses in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

2.8 Environmental Management: Vendor/Supplier/Contractor will be responsible for complying with all federal, state and local environmental regulations relating to transportation, handling, storage, spillage and any other aspect of providing the services specified herein, as applicable.

2.9 Faith-based Organization: Chesterfield County does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, Section 2.2-4343.1.

### 3. **SCOPE OF SERVICES**

3.1 The successful offeror(s) (Contractor) shall provide all transportation services in accordance with all terms and conditions listed herein.

3.2 Minimum Contractor qualifications: The County will require the following from all contractors interested in responding to this RFP:

- \* One (1) year in business.
- \* Corporate/individual qualifications, including education, certifications, licenses,

etc., to be included in the proposal.

- \* Drivers must possess a valid Virginia Drivers License.
- \* Criminal background checks shall be required for all drivers and supervisors participating in the program. Department of Motor Vehicles (DVM) checks on the driving record and arrest records for each driver and supervisor shall be required annually. Pre-employment records shall show no more than 5 total points accumulated in the past three years or no major violations (6 or more points) in the last four years. Annual DMV reports shall show no more than 4 accumulated points in a twelve-month period. For taxi companies, the governance on Record checks will refer to the County of Chesterfield, Virginia Code.
- \* Driver Training - Contractors shall have a minimum of 10 hours of training in passenger sensitivity and defensive driving. This training shall include Passenger Assistance Techniques (PAT) or equivalent training. A minimum of 2 hours sensitivity training will also be required in addition to training needed to secure the appropriate driver's license required for the type of vehicle being operated.
- \* First Aid training and CPR is also required for all drivers.

Prior to the contract inception CCCTP staff or their designated agent will audit the provider's records to verify that these requirements currently are met. Thereafter, CCCTP staff or their designated agent will periodically audit the provider's records to verify that these requirements are met.

### 3.3 Invoices:

- 3.3.1 Contractors shall submit invoices on the 5<sup>th</sup> of each month for the previous month. Chesterfield County will pay invoices of \$50.00 or more on a monthly basis. Reimbursements for less than \$50.00 should be accumulated and invoiced quarterly. Payment shall be made after receipt of billing. A monthly billing system will be used and all billings of \$50.00 or more will need to be remitted by the 30th of each month. Copies of the Daily Dispatch Log (See attachment i) and completed vouchers must accompany invoices.

Billing shall be supported with documentation required by Chesterfield County. To meet Chesterfield County requirements, awarded contractors will be required to provide an original invoice, a spreadsheet outlining the trips with the information below (copy of form will be provided), and all backup documentation (vouchers, etc.):

- \* Date passenger was picked up
- \* Name of passenger
- \* Total number of companions
- \* Complete Passenger Pick-up Address with Phone Number
- \* Mileage at time of pick-up
- \* Destination address
- \* Mileage at time of drop-off
- \* Indicate if trip was one-way or round-trip
- \* Total cost of trip
- \* Total number of vouchers collected
- \* Total amount collected from passenger



The spreadsheet must also include name, address, phone number, and contact person of the Transportation Provider. Attachments shall include:

- \* Completed vouchers bundled by day
- \* Total trip cost tabulated for the day
- \* Total number of eligible riders
- \* Total number of companions
- \* Total number of wheelchair users
- \* Total trips by sponsor agency (ID #)

3.3.2 Mailing Address- Payments shall be mailed to contractor's address as set forth in contractor's proposal.

3.3.3 Reimbursement Restrictions - Payments shall be made to contractor only for items and services provided to support the Contract purpose where such services are specifically authorized by this contract. Chesterfield County will pay invoices of \$50.00 or more on a monthly basis. Reimbursements for less than \$50.00 should be accumulated and invoiced quarterly. Chesterfield County reserves the right to disallow reimbursement for any service billed by contractor if Chesterfield County believes that such service was not provided to support the contract purpose or was not authorized by the contract.

3.4 Reports: Contractors will report to Chesterfield County through the Chesterfield County Coordinated Transportation Program ("CCCTP") on the 30<sup>th</sup> of each month the following information:

- \* Total eligible riders and # of companions
- \* Total wheelchair users
- \* Total billable vehicle miles
- \* Total fares collected
- \* Total overcharges on vouchers
- \* Total late trips
- \* Total no shows
- \* List of Destinations

3.5 Vouchers: Vouchers have a \$5 face value. Multiple vouchers may be used for payment of a trip; they must be stapled together with the voucher information completed on the top voucher. Customer eligibility criteria may vary from agency to agency; therefore, transit providers are not responsible for monitoring the customer's correct use of vouchers. The original voucher(s) will be returned to CCCTP with billing invoice.

Drivers that participate in the Program must be willing to complete the voucher information as follows:

- \* Metered or Non-Metered
- \* Total Miles
- \* Companion (Yes or No)
- \* Driver's Name or ID #
- \* Date
- \* Customer ID Number
- \* Customer Name
- \* Trip origin address
- \* Trip destination address
- \* Company Name

- \* Driver's Signature
- \* Time of pickup and odometer reading (non-metered only)
- \* Time of drop-off and odometer reading (non-metered only)
- \* Fare for the trip
- \* Number of voucher(s) used
- \* Cash received (metered vehicles only)
- \* Overage amount (if any)
- \* Customer signature
- \* Reservation Confirmation number

### 3.6 Fares:

3.6.1 Taxicab Contractors: Taxicabs will provide service based on mileage. Customers will use vouchers with a \$5 face value to cover all or part of the fare. Multiple vouchers may be used to pay for the fare or cash; however, the customer will not be returned any change if the fare is less than the value of the voucher(s) submitted. This overage will be an administrative reconciliation. Taxicab providers shall provide service for additional riders (same origin and destination) for the price of one passenger because the service is not a batched type service.

3.6.2 Non Metered Contractors: Vehicles without meters will provide service on a per trip basis. Non-metered contractors will accept vouchers only. Customers will use vouchers with a \$5 face value to cover all of the fare. Multiple vouchers may be used to pay for the fare; however, the customer will not be returned any change if the fare is less than the value of the voucher(s) submitted. This overage will be an administrative reconciliation. In non-metered vehicles, one companion (adult over 18 years of age) may accompany eligible customers at no additional charge (same origin and destination) because the service is not a batched type service.

3.6.3 Zones -- Metered Service Only: All trips shall originate from one of the following areas within the County:

- \* Zone 1 North of Route 360, Chesterfield County
- \* Zone 2 South of Route 360, Chesterfield County

Users of this service may be picked-up from their zone and may request to go anywhere within Chesterfield County and the metropolitan areas of Richmond, Petersburg, Hopewell, and Colonial Heights. All accepted reservations within that zone must be honored. Transportation providers providing these trips must quote the one-way price to the client at the time the reservation is made. This procedure confirms with the client the number of vouchers they will have to use to pay for their trip (non-metered providers) and or voucher/cash combination for (metered providers). All service standards must be adhered to regarding response time, on-board travel time, and accessibility.

### 3.6.4 Same Day Service (Taxicab)

1. Reservations: Customers are requested to make reservations a minimum of 90 minutes in advance of the requested trip. Advanced reservations will be accepted no earlier than 6:00 p.m. on the day before travel for taxicab-provided trips.
2. Service Hours: Contractors shall provide service 24 hours a day 7 days per week.
3. Cancellations: Cancellations will be accepted up to one hour before the requested trip

time. After that, cancellations will be regarded the same as no-shows. Excessive no-shows by customers will be grounds for suspension from service. Contractor agrees to track customer no-shows by time so CCCTP can verify the no-show with the customer.

### 3.6.5 Advanced Scheduled Service (Non-Metered):

1. Reservations: Reservations for Monday – Friday travel may be made a minimum of one day and up to four days ahead of the requested trip. Return trips should be scheduled at the time the pick-up reservation is made. Customers will be educated about the reservation process at customer registration. Service is to be provided Monday through Friday at a minimum. Reservations guidelines are as follows:

Monday trips, reservations may be received by Friday at 2 p.m.

Tuesday trips, reservations may be received Friday through Monday

Wednesday trips, reservations may be received Saturday through Tuesday

Thursday trips, reservations may be received Monday through Wednesday

Friday trips, reservations may be received Tuesday through Thursday

2. Service Hours: Contractor shall provide at a minimum, service from 6 a.m. until 7 p.m. Monday through Fridays.
3. Cancellations: Cancellations will be accepted up to one hour before the requested trip time. After that, cancellations will be regarded the same as no-shows. Excessive no-shows by customers will be grounds for suspension from service. Contractor agrees to track customer no-shows by time so CCCTP can verify the no-show with the customer.

### 3.7 Other contractor responsibilities:

1. Passenger assistance: Drivers may need to assist passengers into and out of the vehicle and, on occasion, customers may need assistance with small packages. Drivers participating in this program are expected to provide a reasonable level of assistance as needed by each passenger.
2. Curb-to-Curb Service: Contractors shall provide curb-to-curb service and door-to-door service on request. Customers are expected to get themselves to the curb where the vehicle is parked for pick-up but in some instances door-to-door transportation may be requested at the time the reservation is made. Under no circumstances will the driver go into the home of customers.
3. Pick-up Window: Pick-up window is defined as follows: the timeframe when vehicle may arrive and be considered on time for all trips. Under this program the designated time frame is 30 minutes - no earlier than 15 minutes prior to, and no later than 15 minutes after the scheduled (and agreed-upon with the customer) pick-up time.
4. No-shows: No-shows for this program are defined as follows: if the customer fails to take a scheduled ride when the vehicle arrives within the pick-up window. A customer may have up to two verified no-shows in any 30-day period. Upon the third no-show in a 30-day period, a 30-day suspension will follow. For all no-shows, an attempt to contact the customer will be made by the dispatcher. The CCCTP reserves the right to remove customers from service who are found to be abusing the service by not making the reserved trips. Contractors will be compensated the value of one voucher (\$5.00) for no-shows. The sponsoring agency's account of the no-show will be debited for the trip. No-

shows will be tracked individually and CCCTP will provide activity reports to the sponsoring agencies.

5. Late trips: Late trips are defined as follows: Once a reservation for a trip is accepted, every effort must be made to provide the trip within the pick-up window. A late trip is defined as outside the pick-up window. The dispatcher should notify the customer of the delay. The dispatcher must document these cases and include them in the monthly reports to the CCCTP. The late trip is considered a non-reimbursable trip.
6. Missed trips: Missed trips are trips that are reserved but not provided. Missed trips are unacceptable and should be avoided at all costs. In the event of missed trips, a back-up vehicle shall be assigned to provide the trip. Missed trips without documentation of efforts to contact the customer and no documentation of other circumstance beyond the control of the driver are non-reimbursable. Five or more missed trips may be grounds for termination of the Contract Agreement.
7. Onboard travel time: Onboard travel time shall be limited to 90 minutes or less under typical operating conditions. Contractors shall keep onboard travel time to a minimum.
8. Eligibility of customers: The Sponsoring Agencies will determine eligibility of customers. Contractor agrees that all reservations made by eligible persons with authorized vouchers will be accepted, and a ride provided.
9. Severely Disabled: Under no circumstances shall the Contractor provide services for participants so severely disabled as to require ambulance service or participants who are not able to be transported reasonably and safely by equipment and personnel of the Contractor.
10. Accessible Service: Contractor shall provide accessible service at the same price to the customer and with the same service standards as non-accessible service.
11. Subscription Service: Optional: Contractor shall provide rides for subscription service customers if Contractor has the ability to keep accurate records for these pre-determined trips.
12. Gratuities: Contractor's drivers should not expect to receive gratuities.
13. Complaints: Contractors are expected to accept calls from customers inquiring about their trip. ("Where's my ride" calls) Complaints about the program, dispatchers, drivers or policies may be directed to CCCTP for investigation and resolution. Service complaints will be investigated and a response will be provided either in writing or by telephone within 3 business days of the initial complaint. Policy complaints will be brought before the CCCTP for discussion. All complaints will be reported to the CCCTP. Complaints shall be provided to the CCCTP by type of complaints. Any charge of misconduct on the part of the driver or the customer must be reported to the CCCTP for immediate investigation. Excessive complaints regarding a contract may be grounds for termination of the Contract Agreement.
14. Reservations: Contractor shall receive calls directly from the customer to make reservations. Return trips shall be scheduled at the same time the pick-up is arranged. Customers will be educated of reservation procedures at customer registration. The customer will provide their Program ID number to the contractor when making a reservation. When the trip is completed, the voucher will be filled out by the driver and

submitted to the dispatcher. The contractor will need to verify the completed voucher for billing and reimbursement for the trip. Customer signatures are also required.

15. Daily Dispatch Log: Contractors shall provide a daily dispatch record of all reservations made, cancelled, dispatched, and no-shows. Daily Dispatch Log must be submitted with completed vouchers. The daily dispatch record should have notations made when customers are called to verify a no-show or a late pick-up. (See Dispatch Log, Attachment i.)
16. Vehicle Maintenance: Contractors shall provide properly maintained vehicles for use in this program. A current fleet roster must be provided with submission of this RFP (**See Attachment J**). The CCCTP, or their designated agent, reserves the right to periodically inspect vehicle maintenance records for documentation of preventive maintenance program being followed. With submission of RFP, please provide a Fleet Log. Taxicab Transportation contractors Vehicle Maintenance schedules and records will be governed by County of Chesterfield, Virginia Ordinance No. 1999-1331.
17. Contract Violations and Penalties: CCCTP has the authority to assess contractor penalties for the following:
  - Missed Trips are trips that are reserved but not provided. Missed trips are unacceptable and should be avoided at all costs. In the event of missed trips, a back-up vehicle shall be assigned to provide the trip. Missed trips without documentation of efforts to contact the customer and no documentation of other circumstance beyond the control of the driver are non-reimbursable. Excessive missed trips may be grounds for termination of the Contract Agreement.
  - Fraudulent trips - **falsely reporting a trip as completed** - is a direct violation of the contract agreement between the provider and CCCTP. Identification of fraudulent trips is grounds for termination of the Contract Agreement.
  - In the event of an established contract violation, CCCTP will notify the contractor in writing of the action to be taken, based on the nature of the violation. CCCTP has an option of establishing a corrective action plan. The corrective action plan will be negotiated with the contractor on an individual basis, depending on the nature of the contract violation. Further violation of the corrective action plan may be grounds for suspension or removal from the CCCTP service provision.

### 3.8 Pricing:

#### 3.8.1 NON-METERED TRANSIT PROVIDERS:

Please indicate if you agree to the following prices and parameters. These rates apply to weekday services only, Monday – Friday.

OPTIONAL: If you are providing weekend service, please provide your hours of operation and a separate pricing sheet based on the same mileage scale indicated below. Chesterfield County reserves the right to accept or not accept your pricing for weekend service.

#### **Pricing Parameter: Unit Price / 1 Way Trip**

1 - 5 miles	\$10.00	26 -- 30 miles	\$35.00
6 - 10 miles	\$15.00	31 -- 35 miles	\$40.00
11 - 15 miles	\$20.00	36 -- 40 miles	\$45.00
16 - 20 miles	\$25.00	41 -- 45 miles	\$50.00

21 - 25 miles	\$30.00	46 -- 50 miles	\$55.00
---------------	---------	----------------	---------

Within Chesterfield County and the metropolitan areas of Richmond, Petersburg, Hopewell and Colonial Heights.

Please check all that apply:

- |    |  |       |
|----|--|-------|
| 1. | Accept Pricing and Mileage Parameter               | _____ |
| 2. | DO NOT Accept Pricing and Mileage Parameter        | _____ |
| 3. | Providing Weekend Service – Pricing Sheet attached | _____ |

3.8.2 METERED TRANSIT PROVIDERS (TAXI’S):

Please provide the following pricing options:

1. Ordinance Taxicab Meter fare based on mileage (include copy)
2. “Special Rate” or pre-negotiated price structure based on the specified mileage scale below to be used in the evaluation of this proposal. These rates will apply for service provided 7 days per week, 24 hours per day. Please indicate any special considerations that may apply. Please provide pricing on separate sheet.

Mileage Scale:

1 -- 5 miles	26 -- 30 miles
6 -- 10 miles	31 -- 35 miles
11 – 15 miles	36 -- 40 miles
16 – 20 miles	41 -- 45 miles
21 - 25 miles	46 -- 50 miles

3.9     References:

1.

Organization Name: \_\_\_\_\_  
Contact Name/telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2.

Organization Name: \_\_\_\_\_  
Contact Name/telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3.

Organization Name: \_\_\_\_\_  
Contact Name/telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4.

Organization Name: \_\_\_\_\_  
Contact Name/telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5.

Organization Name: \_\_\_\_\_  
Contact Name/telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4.     **PROJECT / CONTRACT DESCRIPTION / CONTRACTOR QUALIFICATIONS**

- 4.1

The contract shall be effective upon endorsement, and shall remain in force for a period of one (1) year. The right is reserved by the County to extend the contract for four (4) consecutive periods of one (1) year each. The right is further reserved by the County to cancel any resulting contract by furnishing the Contractor written notification of any such cancellation.
- 4.2

It is understood and agreed to between the parties in a resulting contract that Chesterfield County shall not be obligated to purchase or pay for materials under such contract unless they are ordered and delivered.



- 4.3 The County reserves the right, at its option, to conduct on site visitations of any offerors facilities. The purpose of the visit will be to ensure the County of the Contractor's capabilities of successfully administering the contract. If, in the County's opinion, any Contractor does not have the required capabilities as listed herein, this shall be considered grounds for nonaward/cancellation.

**5. LOCALITY RESPONSIBILITIES**

**5.1 The County shall:**

1. Provide to Contractor all information in possession of the county which relates to the County's requirements for the services or which is relevant to the contract.
2. Assist the Contractor in obtaining permission to enter public or private property as required for Contractor to perform its services.
3. Examine all reports, analysis, studies, tests, results, proposals and any other documents presented by the Contractor.
4. Designate a person to act as the County's representative with respect to the services to be performed under any resulting contract. Such person shall have the authority to transmit instructions, receive information, interpret and define locality policy and decisions pertaining to Contractor's services.

**6. INFORMATION TO BE PROVIDED IN PROPOSALS**

- 6.1 The complete proposal must include the proposal document with a point-by -point response to the issues and requirements of this RFP document. Vendors may include any additional materials they feel could assist in the evaluation of the proposal. However, each issue must be responded to completely.

1. Name, address, telephone number etc., of the firm or person submitting the proposal.
2. Qualifications, certifications and professional resume of all persons that would provide services under any resulting contract.
3. Cost for services.
4. References.
5. Any exceptions to any requirements in any sections not specifically listed shall be interpreted by the County to indicate complete agreement and adherence to all terms, conditions and requirements.

**7. SPECIFIC TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSAL**

**7.1 EVALUATION CRITERIA**

- 7.1.1 These criteria are to be utilized in the evaluation of qualifications for development of the shortlist of those offerors to be considered for interviews and/or potential negotiations. Individual criteria may in all probability be assigned varying weights at the County's discretion to reflect relative importance. Offerors are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications.

1. Experience/qualifications of Offerer. Offerer's proposed staff and experience with contracts for services similar in scope.
2. Capabilities, features, etc. of the proposal and the degree to which the proposal and all contents meet the needs of the County.
3. References of only similar contracts. The offeror must have a demonstrated history of reliable and dependable service.
4. Demonstrated quality assurance procedures and schedule to insure a timely, accurate, and professional provision of services.
5. Cost structure / fees.

## **7.2 SELECTION PROCEDURE**

- 7.2.1 Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price if so stated in the Request for Proposal. Negotiations shall then be conducted with each of the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the County shall select the offeror which, in its opinion, has made the best proposal and award the contract to that offeror. Should the County determine in writing and in its sole discretion that only one offeror is fully qualified or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

## **7.3 REFERENCES**

- 7.3.1 All offerors shall include a list of a minimum of five references, from similar projects only, who could attest to the firm's knowledge, quality of work, timeliness, diligence, flexibility, and ability to meet budget constraints. Include names, contact persons, and phone numbers of all references.
- 7.3.2 References may or may not be reviewed or contacted at the discretion of the County. Typically, only references of the top ranked shortlisted offeror or offerors are contacted. The County reserves the right to contact references other than, and/or in addition to, those furnished by an offeror.

## **7.4 BASIS FOR AWARD**

- 7.4.1 Information and/or factors gathered during interviews, negotiations and any reference checks, in addition to the evaluation criteria stated in the RFP, and any other information or factors deemed relevant by the county, shall be utilized in the final award.

## **7.5 NO CONTACT POLICY**

- 7.5.1 After the date and time established for receipt of proposals by the County, any contact initiated by any offeror with any County representative, other than the Purchasing Department representative listed herein, concerning this request for proposals is prohibited. Any such unauthorized contact may cause the disqualification of the offeror from this procurement transaction.

**7.6 FURTHER INFORMATION**

- 7.6.1 Questions of a procedural nature which may arise as a result of this Request for Proposal may be addressed to Martin W. Franciscus, CPPB, Senior Contract Administrator, (804) 748-1703, or by Internet E-mail to [purchasing@chesterfield.gov](mailto:purchasing@chesterfield.gov). All other questions pertaining to this request should be directed to Ms. Dawn Missory, Administrative Manager, Chesterfield Employment Services at (804) 271-9451.

## SIGNATURE SHEET

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in **RFP #04-5156-8983**.

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, 498.4 of the *Code of Virginia*, 1950 as amended. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Government Bid Rigging Act, the Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the County of Chesterfield, and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to the County of Chesterfield, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the County of Chesterfield. Furthermore, offeror is in compliance with the *State and Local Government Conflict of Interests Act 2.2-3100*, supplemented by Article 6, 2.2-4367-69 of the *Code of Virginia*. Specifically, no county employee, county employee's partner, or any member of the county employee's immediate family holds a position with the offeror such as an officer, director, trustee, partner or the like, or is employed in a capacity involving personal and substantial participation in the procurement transaction, or owns or controls an interest of more than five per cent.

To receive consideration for award, this signature sheet must be returned to the Purchasing Department as it shall be a part of your response.

**Complete Legal Name of Firm:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Federal Tax ID Number:** \_\_\_\_\_

**Signature of Authorized Representative:** \_\_\_\_\_

**Typed Name and Title:** \_\_\_\_\_

**Please provide the primary contact person for questions and concerns relative to this project:**

**Contact Name and Title:** \_\_\_\_\_

**Phone:** (\_\_\_\_) \_\_\_\_\_ **Fax:** (\_\_\_\_) \_\_\_\_\_ **Email:** \_\_\_\_\_

**We hereby provide the following information to Chesterfield County regarding our business. We understand that it is provided for statistical purposes only and all firms submitting proposals will receive equal consideration.**

**Minority Business Enterprise:** Yes \_\_\_\_\_ No \_\_\_\_\_

**Woman-Owned Business:** Yes \_\_\_\_\_ No \_\_\_\_\_

**Chesterfield Business:** Yes \_\_\_\_\_ No \_\_\_\_\_

CERTIFICATION OF SUBCONTRACTOR/SUPPLIER ACTIVITY  
MINORITY BUSINESS ENTERPRISES, WOMAN-OWNED BUSINESSES, AND  
CHESTERFIELD BUSINESSES

Project/Contract Name/Number:

Contractors shall furnish the information requested below regarding subcontractor(s) or supplier(s).

**(This form will be sent to the contractor by the Purchasing Department for completion at the time of award/renewal, as appropriate.)**

Name and Address of Subcontractor/Supplier	(T) MBE	(T) WOB	(T) CB	Commodity or Service	Dollar Amount

If a continuation of this list of subcontractors/suppliers is needed, please attach additional pages to this form.

I have no MBE, WOB or CB applicable to this contract \_\_\_\_\_(T )

Contractor hereby certifies that the above information is correct.

Complete Legal Name of Firm: \_\_\_\_\_ Date: \_\_\_\_\_

Form Prepared By: \_\_\_\_\_  
(Type or Print)

## CHESTERFIELD COUNTY COORDINATED TRANSPORTATION PROGRAM

## DISPATCHER NAME \_\_\_\_\_

DATE \_\_\_\_\_  
TIME \_\_\_\_\_

[illegible]

## FLEET ROSTER

**COMPANY NAME** \_\_\_\_\_

[illegible]